



# Security & YOU

Think.  
Assess.  
Protect.

## Learning Minute: **Reporting Culture**

*Based on true stories from real-life at SNL*

# The Challenge...

Joe is new to Sandia. He recently completed his Security training, where he learned the importance of reporting. While on the job, he saw an unattended and open safe. Joe was about to report the event, but just then, his coworker returned.

Mary, Joe's coworker and 15-year employee at SNL, said there wasn't a need to report since she hadn't gone far and wasn't gone long. She told Joe that reporting would just be a waste of time. She also reminded Joe that she had much more experience than he did, she did this all the time, and she knew best.

***What do you think Joe should do?***

## Discuss

# The Risk...

In this situation, someone could have accessed information while Mary was away.

Mary clearly demonstrated routine lax security practices. It is apparent that Mary has forgotten about the true risks associated with protecting our nation's information.

If Mary does this often, an insider or adversary could take advantage of Mary's complacent mindset.

# The Result...

Joe reported the event to the Security Incident Management Program (SIMP), as he was taught. During their inquiry, they were able to determine that, in this instance, information had not been compromised.

However, Mary was obviously peeved at Joe, and poked fun at him for being a “goody two-shoes.” Joe was very uncomfortable.

Joe talked to his manager, who agreed that Joe had done the right thing. At their next department meeting, they discussed the importance of protecting information and reporting as needed. Later, Joe’s manager also talked to Mary about her behavior.

# Learning Points

- Unfortunately, this a scenario we see all too often. Reporting is always the right thing to do.
- Don't let experience or complacency lead you to a place where you don't take the risks seriously. The trends show that the reporting culture is poor for mid-career Members of the Workforce, who may have lost sight of the real threats.
- Attempting to “fix” or “hide” an issue is wrong. It is always better to report, even if you aren't sure there's a problem.
- Don't criticize or punish others for doing the right thing: reporting. They may have prevented a compromise.

# Learning Points

- Any suspected compromise of information must be reported and investigated to ensure that our information was not breached.
- SIMP will determine if information was compromised. Less than 5 percent of events that are reported result in actual incidents. Let SIMP figure it out and clean up any “mess” before it gets any bigger.
- The faster you report, the more layers of protection we can account for in determining if information was lost (e.g., coworker can attest that no one came in office, able to check access swipes). Delays in reporting degrade the ability to use alternate checks to verify information was not compromised.

# Questions?

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